N-FOCUS Major Release
Children and Family Services
March 20, 2011

A Major Release of the N-FOCUS system is being implemented on March 20, 2010. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, FSP, CC, FW, IL, MED, and Retro MED should read this section.

Table of Contents

General Interest and Mainframe Topics

SSN Field (Change)

The SSN Field has been changed to accept numbers beginning with the number 8. This is being done to coincide with new numbers being issued by the Social Security Administration.

Date of Death Field (Change)

When the Date of Death is entered on a Person Detail, if that person has Medicare Part A and B, N-FOCUS will end-date these programs. The date that will be entered for these programs will be the last day of the month that coincides with the person's date of death.

EA Rental Assistance on AABD Cases (Tip)

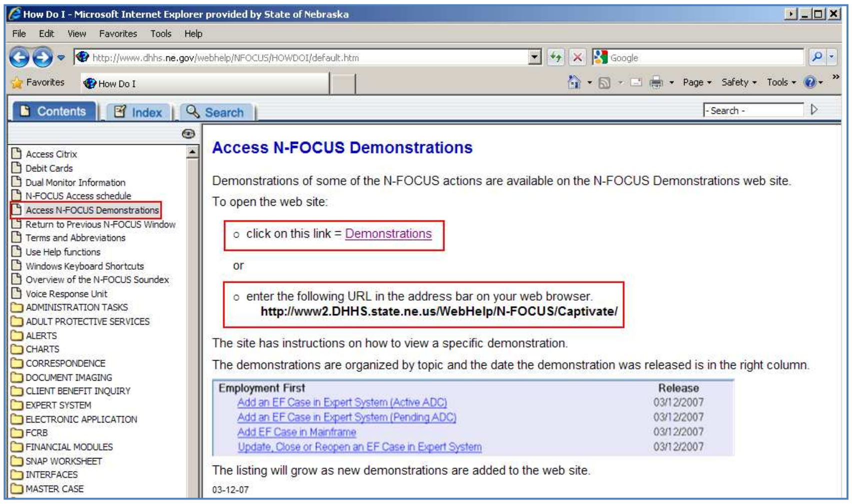
EA rental assistance is not an available benefit on AABD cases. Even though it is currently possible to provide this benefit on N-FOCUS, please do not do so.

On-line Training Demonstrations (New)

The following new N-FOCUS On-Line Training Demonstrations are available with this release.

- Topic Area – Application Management
  - Electronic Application Processing
- Topic Area - Preventing Duplicate Persons
  - Preventing Duplicate Persons Overview
  - Basic Person Search
  - Unborn Issues

To access these training demonstrations, follow these steps:



1. Select N-FOCUS Help>How To…
2. Select the Access N-FOCUS Demonstrations option on the Contents page.
3. Click the Demonstrations link.
   -Or-
   Enter the following URL address in the Address Bar on your Web Browser:
   http://www2DHHS.state.ne.us/WebHelp/N-FOCUS/Captivate
   The N-FOCUS Demonstrations window will display.
4. Click the View Demonstrations pushbutton.
5. Select the appropriate Topic and Title.

Correspondence

School District Notice Letter (Change)

The following changes to the School District Notice Letter.

- When creating the letter, a Purpose must be selected.
  - Initial Custody
  - Child Placement
  - Parental Rights Term/Rel
  - Change Parental Involvement
  - Custody Ended
- The wording of the Letter will change based on the Purpose selected.
- When a Placement is documented on N-FOCUS, the user will receive a pop up message reminding them to create the School District Notice Letter.
- If School Attendance has not been documented when creating the School District Letter, the user will be able to flow to Person detail to add the information.
- When entering the School District information for the letter, there will be an Out Select arrow to the School District list.
- At the bottom of the letter the wording has been changed from "Send Copies to" to "Print Copies for."
- The Service Coordinator Name and Phone Number have been added to the Case information provided in the upper right hand corner of the letter.

Preprint Billing Documents (Fix)

A problem was discovered after the November release in that N-FOCUS Preprint Billing documents created in batch and online via the service authorization window could not be created if the Program Case name had an Out of State address. This also affected Case Person Reimbursement Service Authorizations. This problem was corrected for batch Preprint Billing Documents in January.

The problem for online billing documents created through the Service Authorization and Case Person Reimbursements will be fixed with this release. This issue mainly affected Child Care cases related to Child Welfare. If the Child Care Case has a Program Case Name that is out of state and an assistance code of Without Regard to Income, the billing document will list the Primary Worker's Office.

For Universal Caseload eligible cases, if the program case name is out of state, the billing document will use the Lincoln Office as a default Office (this should be rare).

Alerts

The following new alerts and changes to existing alerts will affect both Assigned Cases and cases within the Universal Caseload unless otherwise indicated.

Alert #361 Mail Received (Change)

The text for this alert has changed.

Alert Text - Mail has been scanned for persons in the Master Case. Documents may pertain to more than one Program Case and to more than one Person. View by going to Document Imaging.

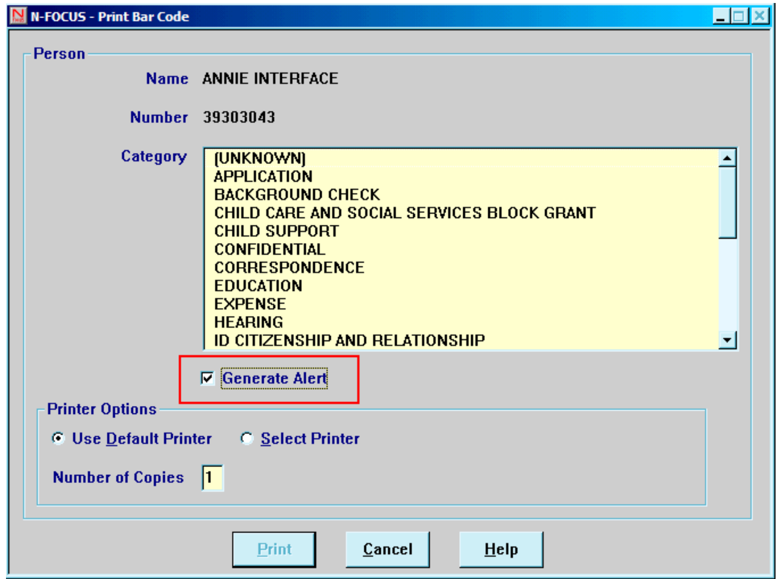
Document Imaging

Print Bar Code – Generate Alert (Change)

The Do Not Notify indicator on the Print Bar Code Sheet window has been changed to read as Generate Alert.

When the Generate Alert box is check, as in this example, an Alert will be generated to indicate a document has been scanned.

The default position for this option will be to NOT generate an alert when the Bar Code Sheet and attached documents are scanned.



Bar Code Sheet - Do Not Notify (Tip)

When the Bar Code Sheet is printed, the document will still have the Do Not Notify wording. If there is an **X** after the Do Not Notify wording, this indicates an alert will not be generated. If there is <u>not</u> an **X** after the Do Not Notify wording on the Bar Code Sheet an alert will be generated.

Developmental Disabilities Program

Program Cases Being Inadvertently Changed or Closed (Tip)

Recently a number of DDSC and DDAID Program Cases have been closed or changed inadvertently when an assigned worker is taking action on a large Master Case in which there are a variety of Program Cases present.

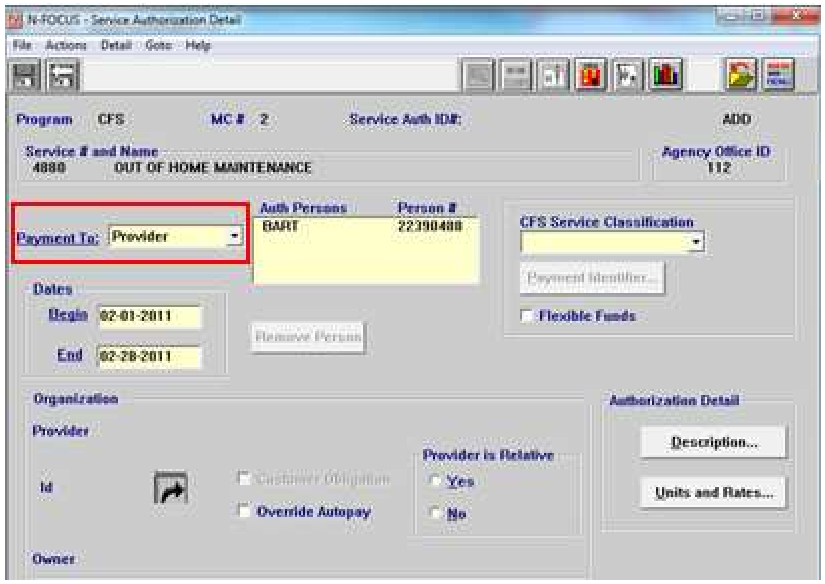
BE CAREFUL not to tamper with program cases for which you have NO responsibility. Although the Department is transitioning to what is called a Universal Caseload system of work assignment, certain programs will continue to Assign Program Cases to individual workers. Developmental Disability Programs, such as DDSC & DDAID and other DD programs, APS and CFS as well as other Child Welfare related programs included in N-FOCUS will continue to be assigned program cases. If you are making any changes to a Master Case, even if you have responsibility for most of the program cases within, don't assume you can or should take action on any program cases other than those for which you know you have responsibility.

If you have any questions about what your responsibility is, ask your supervisor. If there are still questions, you may contact Kate Mathias, Program Specialist at 402-471-8720 for assistance.

Children and Family Services

Service Authorizations - Out of Home Contract Payments (New)

With the Child Welfare and Office of Juvenile Services reform now know as Families Matter, nine organizations were created specifically for tracking the reform efforts. When creating a Service Authorization for the nine organizations listed below, ‘Contractor’ should be entered in the ‘Payment To’ field. The search results will list only those providers tied to these 9 organizations.



When creating a Service Authorization and the ‘Payment To’ is ‘Provider’, the search results will exclude any providers tied to the nine specified organizations.

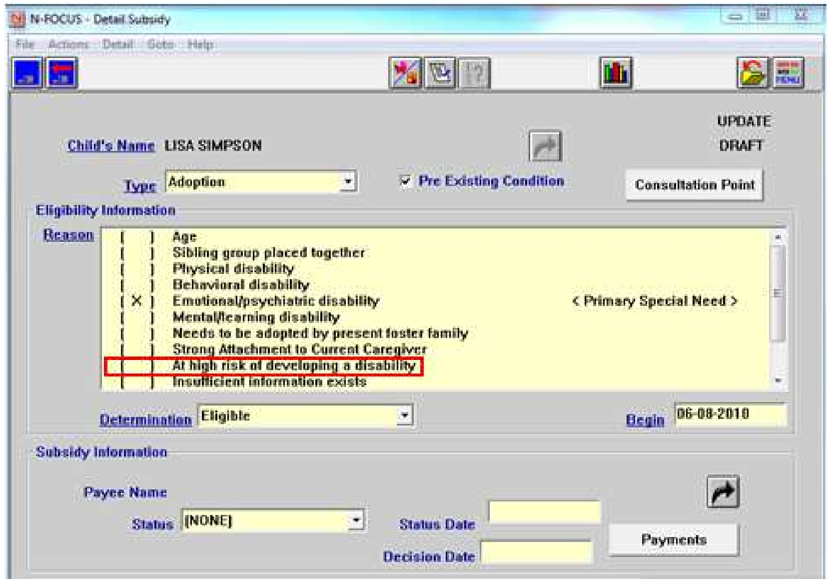
Listed below are the nine organizations and their Doing Business As Name.

ORG ID	Doing Business As Name
07990655	Boys and Girls - Western Service Area
27764574	KVC - Southeast Service Area
32363530	KVC - Eastern Service Area
35602466	Cedars - Southeast Service Area
38691796	Visinet - Eastern Service Area
62421819	Nebraska Families Collaborative - ESA
74474791	Boys and Girls - Northern Service Area
90509831	Visinet - Southeast Service Area
96076236	Boys and Girls - Central Service Area

Subsidy Reason Code (New)

A new option of At High Risk for Future Disability is now available for selection as a Subsidy Reason on the Detail Subsidy window.

This reason code is to be used when the child has not been diagnosed with a disability but is at a high risk of developing a disability in the future.



Sub Adopt Cases – New Window (New)

A new window has been added to Subsidized Adoption cases that will allow Central Office Staff to document additional data on private adoptions. This window is for Central Office use only.

Entering Adoption Dates (Change)

In order to enter Adoption Dates, there must be two instances of Parental Rights indicated as `Not Intact', `Terminated', `Relinquished' or `Death'.

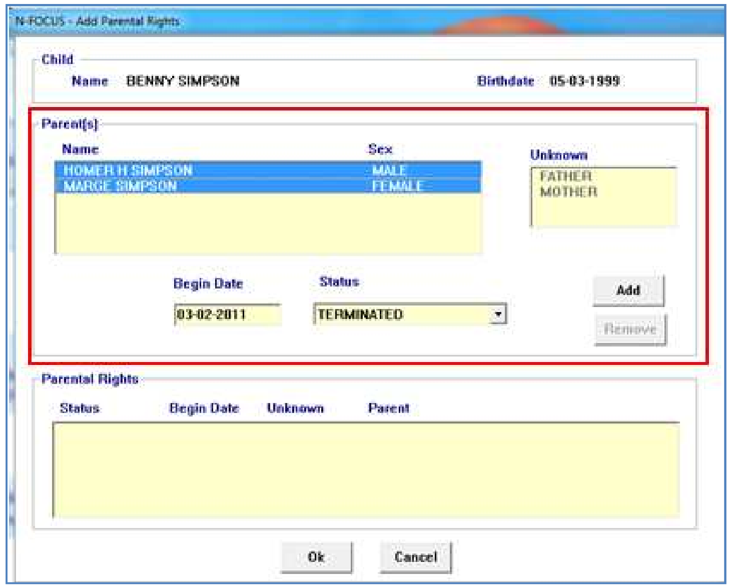
Entering Parental Rights (Tip)

The following steps should be followed when entering Parental Rights.

1. From the Parental Rights window, select the Child from the drop down.
2. Click the Add Parental Rights button.

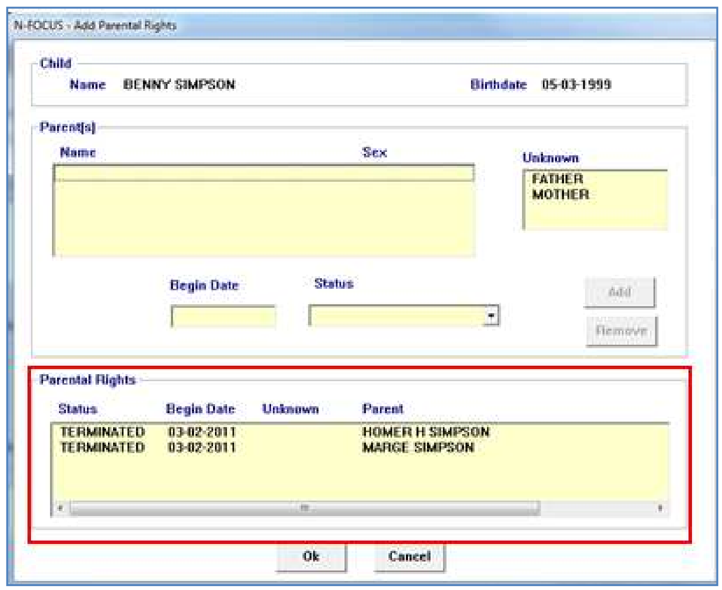
The Add parental Rights window displays.

3. Select the parents from the Parents list box
   You can multi select if appropriate.



4. Enter the Begin Date and Status.
5. Click Add.
   The information selected will display in the Parental Rights section.

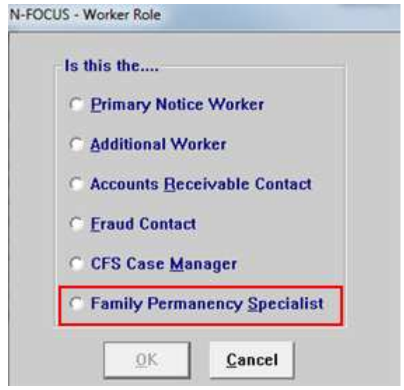
6. Click OK
   The Parental Rights window displays with an asterisk next to the Add Parental Rights button.



7. Click Save or Save and Close.

Service Coordination Classification (Change)

The following Worker Role/Position Classification changes have been made to reflect the Family Permanency Specialist Role.



Contract Staff

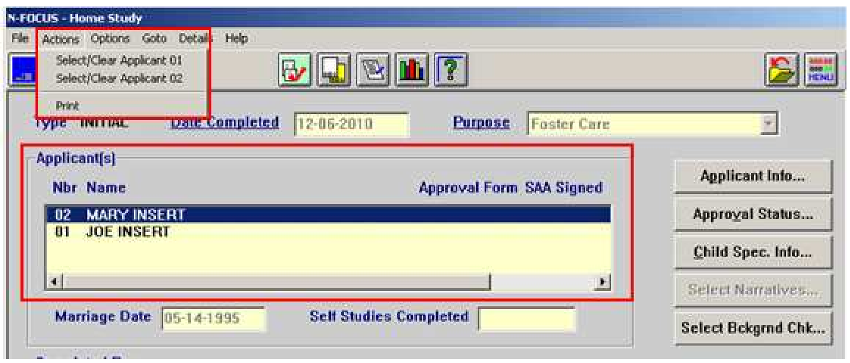
- Family Permanency Specialist (FPS)
- Family Permanency Supervisor (FPSUP)
- Family Permanency Manger (FPMAN)

DHHS Staff

- Children and Families Outcome Monitor (CFOM)

Home Study Window (Change)

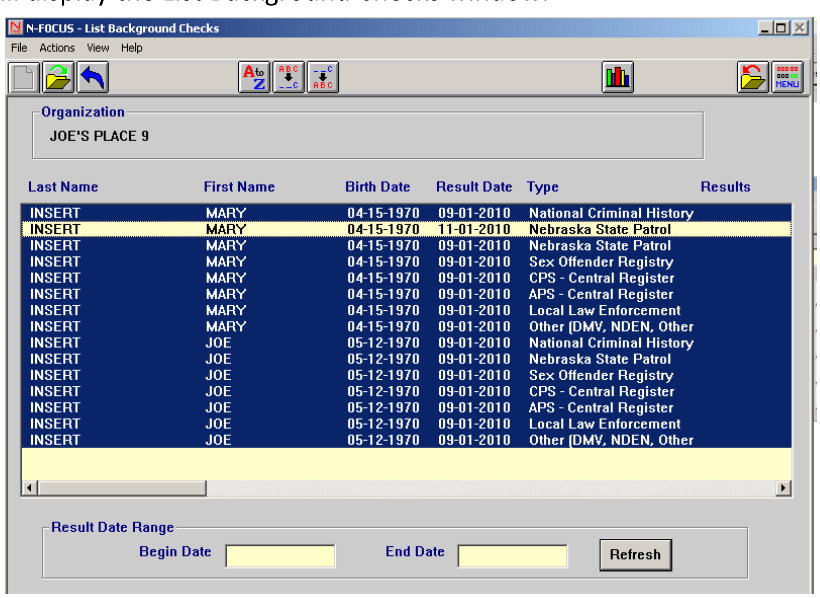
Only Org Related Persons who are 18 or older will pull into the Home Study window Applicants field. This will be based on their Birth Date, therefore, Org Related Persons without a birth date will also pull into the Home Study window.



Previously the Org Related Person who was identified as `Is Org' was designated as Applicant # 1 in the Home Study window Applicants field. With this release, there will no longer be a pre designation regarding Applicant #1. The user will now have to select both Applicant #1 and Applicant #2 by using the Action menu.

Printing Home Study (Change)

A Select Background Checks button has been added to the Home Study window. Selecting this button will display the List Background Checks window.

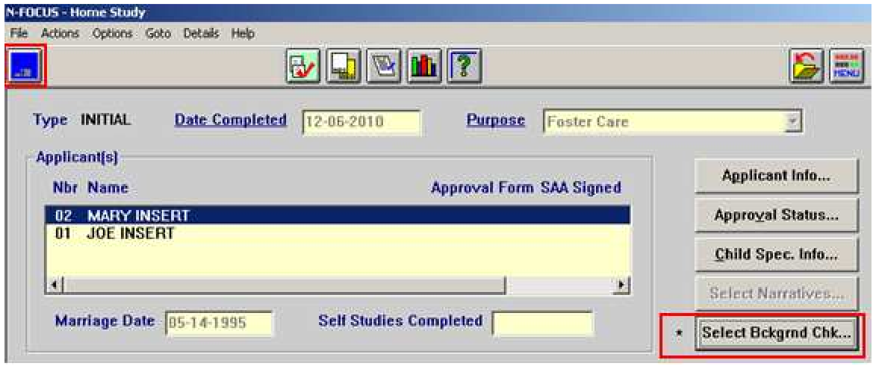


From this window, you can select the background checks which will be printed.

1. Select (highlight) the Background Checks that you want to be printed.

In this example, all of the back ground checks would be printed except for the second one which is not selected.

2. Click the Blue Select Arrow.
   The Home Study window will display with an asterisk next to the Select Background Check button.
3. Click Save



Home Study Window – Save Icon (New)

With this release a Save icon has been added to the Home Study window to allow the user to save any information on the Home Study window and allow the user to leave the window. However, prior to saving, all required information must be entered on the window.

Home Study Printing (Change)

Previously if an Initial Final version of a Home Study was never printed prior to an Update Final version being printed, the word "Draft" appeared on the Update Final version. With this release this has been fixed.

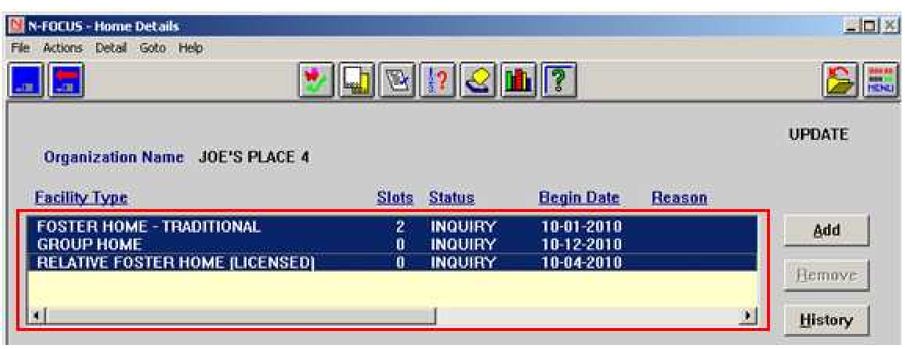
Department of Health & Human Services
DHHS
N E B R A S K A

Note: The new DHHS logo has been added to the Home Study.

Home Details Window (Change)

You will now have the ability to multi-select facilities listed on the Home Details window.

Additional changes include that the columns in the Facility Type group box have been rearranged. The new order is Facility Type, Slots, Status, Begin Date, Reason, IVE indicator, IVE Date.

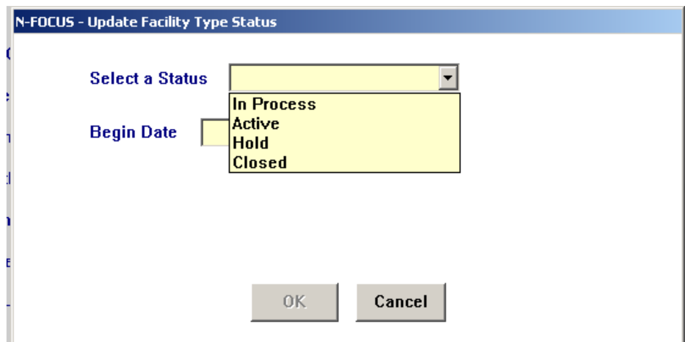


Home Details - Update Facility Type Status (Change)

To update the Facility Type Status, follow these steps:

1. Select (highlight) the Facility Type.
   You can multi-select the Facility Type(s) if appropriate.
2. Click Actions>Update Facility type Status

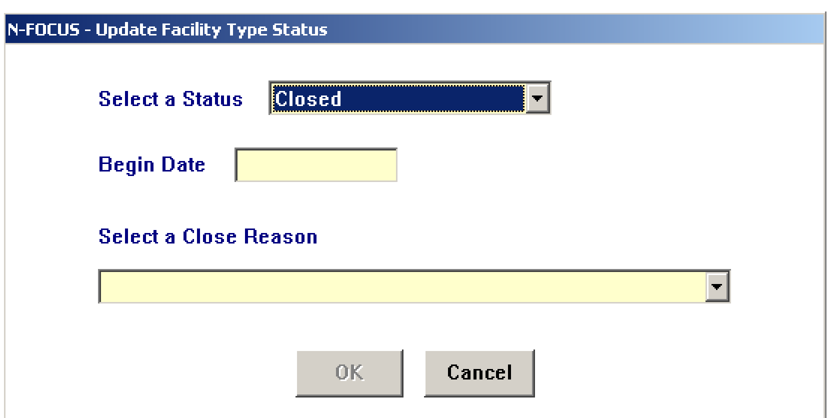
   The Update Facility Type Status pop up will display.



3. Select a Status from the Select a Status Drop-Down.
4. Enter the Begin Date.
   Note: Previously, when the Facility Type Status was changed, the Begin Date defaulted to the current date. The worker will now enter the Begin Date, either current or past date only.
5. Click OK.

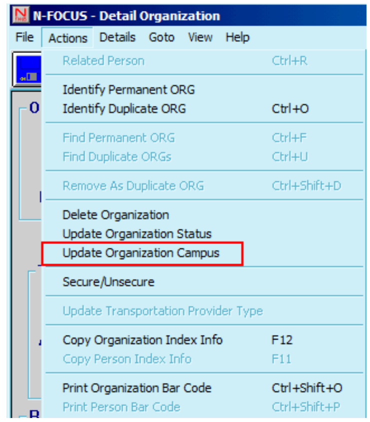
Update Facility Type Status to Closed (Change)

When the Facility Type Status is set to `Closed', the field, `Select a Close Reason' will display. The list has been tailored based on the Facility Type. Select the appropriate reason and click OK.



Update Campus Organization (New)

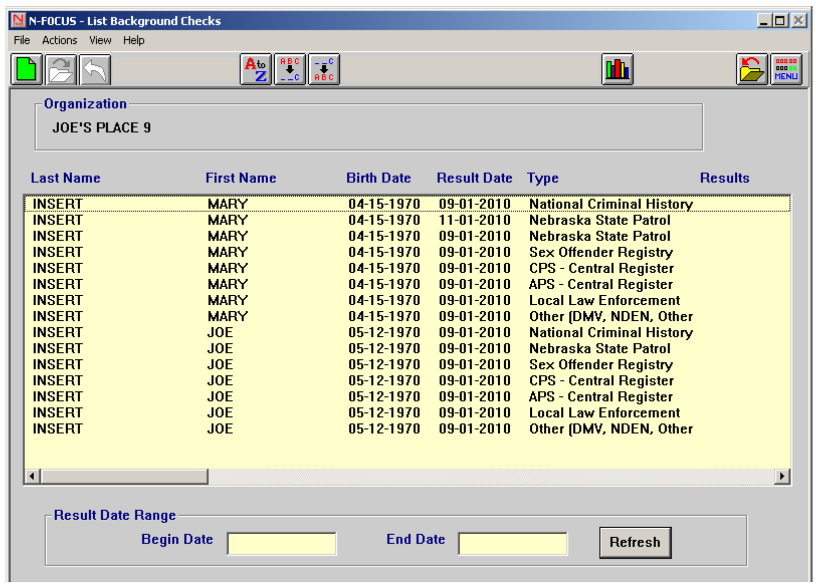
There is a new option on the Detail Organization window under the Actions menu. This new option is `Update Campus Organization'. This function will be completed by Central Office staff and used in federal reporting.



Background Checks (Change)

Previously, when the Background Checks icon on the Detail Organization window or Detail License/Approval window was selected, all Org Related Persons were pulled into the Detail Background Check window. With this release, only Org Related Persons who are age 13 and older will pulled into the Detail Background Check window.

Note: Since this will be based on birth date, persons without a birth date will also display.



License/Approval (Change)

With the Nov 2010 release we added an edit that a License/Approval Begin Date cannot be prior to the most recent Background Check. This has caused problems due to the fact that Background checks can be added by so many staff other than RD workers. So, with this release this edit has been removed. However, all Background checks must be completed within six months prior to the Begin Date of the License/Approval.

Child Care Without Regard to Income (Change)

Currently a Child Care program case will have the assistance code of `Without Regard to Income' when the CFS Program case has an Assistance Code of Safety Assessment and the Service Need Reason selected in Child Care budgeting is `Needed for Safety Assessment'. Now, the same will be true when the CFS program case Assistance Code is Non-Court for the budget month and the Service Need Reason Selected is `Needed for Safety Assessment'.

YRTC Narrative Added (New)

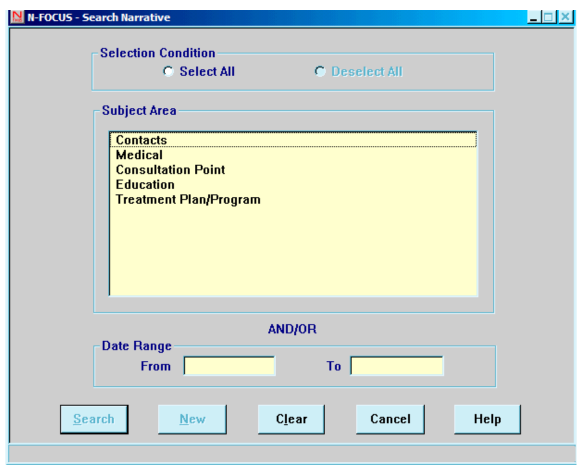
YRTC Narrative has been added for Youth Rehabilitation Treatment Centers in Kearney and Geneva. The purpose of this narrative is to support communications between the YRTCs and the Juvenile Service Officers.

The narratives will be available to be read by anyone; however, only YRTC staff will be able to enter information into these narratives.

YRTC Narrative Subject Areas (New)

The following Subject Areas are available for the new YRTC Narrative:

- Contacts
- Medical
- Consultation Point
- Education
- Treatment Plan/Program



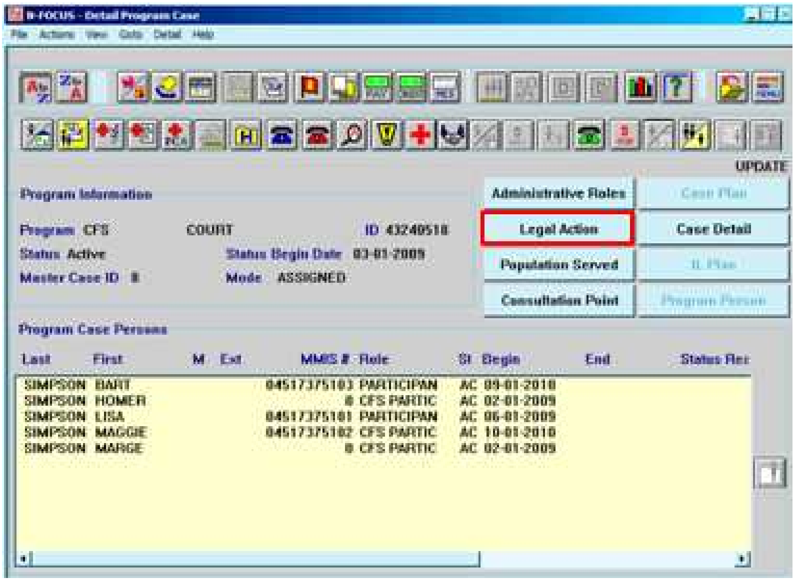
LB 800 – Sealing Juvenile Court Records (New)

With the signing of LB 800 in July 2010 there is more emphasis on sealing Juvenile Court Cases. To support the requirements of LB 800 N-FOCUS is implementing a process to mark a court record as sealed. Showing that a record has been sealed will act as a warning to indicate that the information related to the Court Hearing is not to be released to the public. The intention of this enhancement is to protect the DHHS Employee from committing or being charged with perjury as written in LB800.

How to Seal a Court Order (New)

To seal a record, follow these steps:

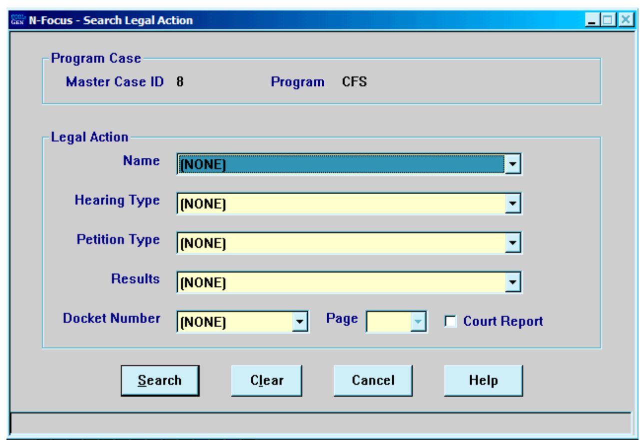
1. From the Detail Program Case window, click the Legal Action button.



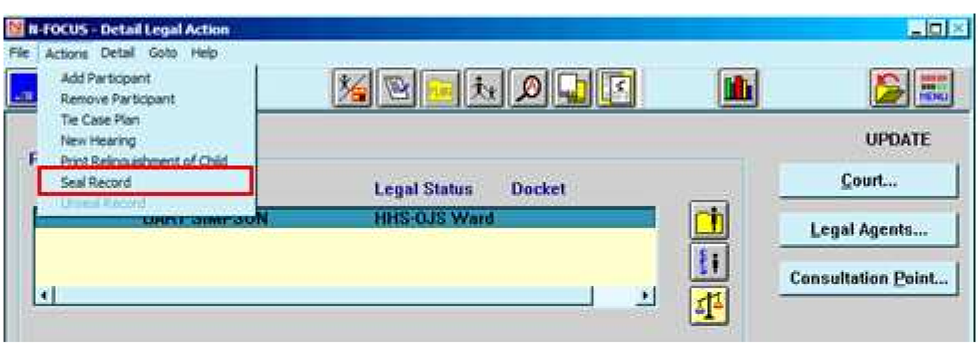
The Search Legal Action window will display.

2. Enter the search criteria.
   It is recommended that you search by either the Name or the Docket Number and Page from the Court Order that indicates the records are to be sealed.
3. Click the Search button.

   If there are multiple records, a list window will display. If only one record matches your search criteria, the Detail Legal Action window will display with the Court Order information indicated.



4. Select (highlight) the name of the youth.
   The sealing of records should apply to Delinquency cases only. This type of legal action should only have one person (the youth) listed as a participant.
5. Select Actions>Seal Record.



SEALED will display in the column headed Sealed just to the left of the name. If this action was taken in error, close the window without saving.

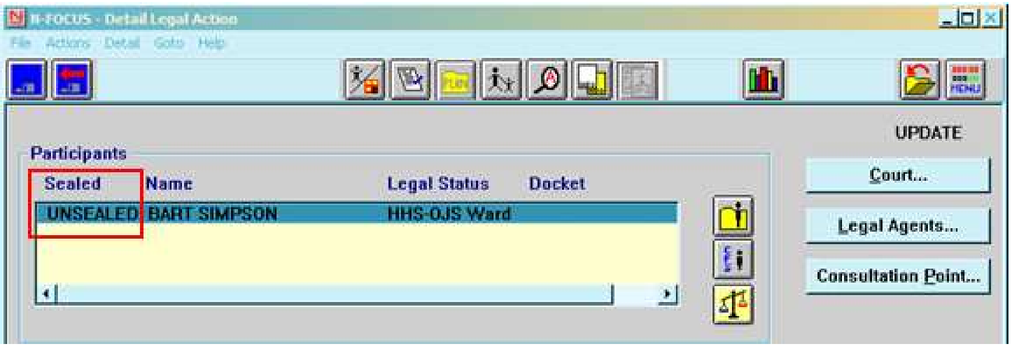
6. Click Save or Save and Close.

How to Unseal a Court Order (New)

To Unseal a record, because either a Court Order is received directing you to Unseal the record, or the record was Sealed in error, follow these steps:

1. From the Detail Program Case window, click the Legal Action button.
   The Search Legal Action window will display.
2. Enter the search criteria.
   It is recommended that you search by either the Name or the Docket Number and Page from the Court Order that indicates the records are to be sealed.
3. Click the Search button.
   If there are multiple records, a list window will display. If only one record matches your search criteria, the Detail Legal Action window will display with the Court Order information indicated.
4. Select (highlight) the name of the youth.
   The sealing of records should apply to Delinquency cases only. This type of legal action should only have one person (the youth) listed as a participant.
5. Select Actions>Unseal Record.
   Notice the option Seal Record is disabled.

UNSEALED will display in the column headed Sealed just to the left of the name. If this action was taken in error, close the window without saving.



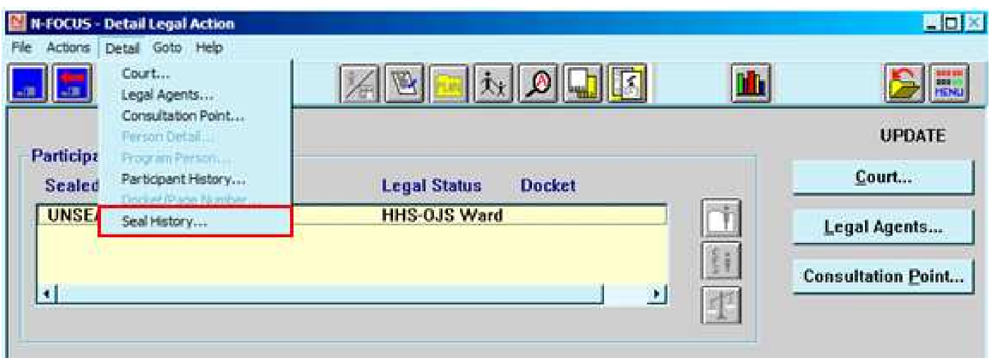
6. Click Save or Save and Close.

Seal History Window (New)

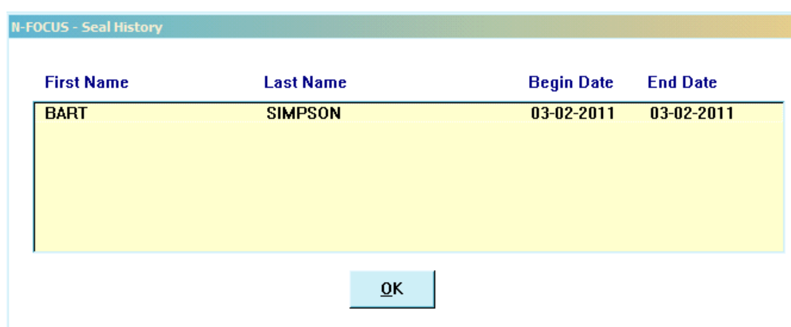
In most cases the Sealed column on the Detail Legal Actions window will be blank; however, when something is reflected in that column (SEALED or UNSEALED) you may view the history of the action to determine when the actions were taken.

To view the Seal History, follow these instructions:

1. From the Detail Legal Actions window, select Detail>Seal History.



The Seal History window will display.

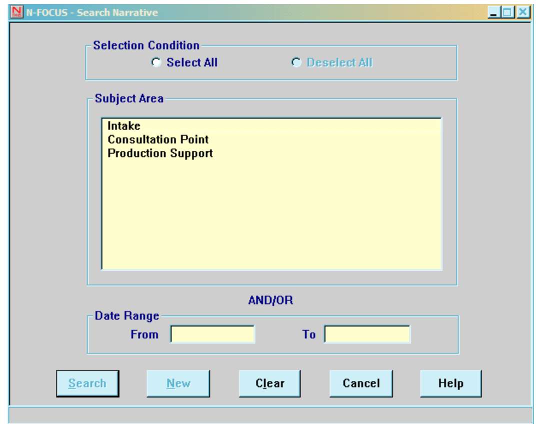


If a sealed action has been overturned or unsealed then the end date will appear. Sealed records would only display a Begin Date.

Intake Consolidated Narrative (Change)

The Intake office has requested to discontinue the use of the three part narrative that was introduced in March 2010.

Effective with this release when an Intake Type is selected and the Narrative icon is selected, the following Search Narrative window will open as it did prior to the March 2010 enhancements.



Changing Intake Status Reason/Priority (Change)

With this release the Intake Supervisors and Selected Central office program Specialists will be able to change an Intake Status Reason and/or Priority without having to reopen an intake.

The current DHHS Employees that are able to take this action are as follows:

INTAKE SUPERVISORS:

- Amanda Nawrocki
- Kelly Douglas
- Kari Pitt
- Ellen Wilkins
- Tayla Dickey

ADMINISTRATORS/PROGRAM SPECIALIST

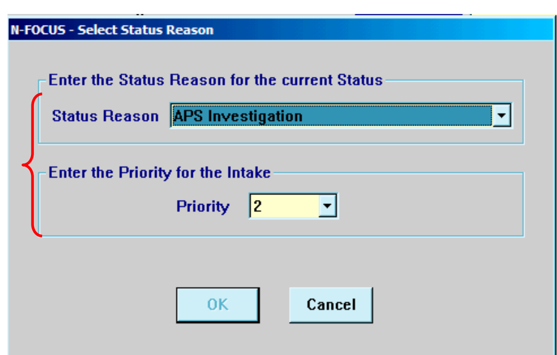
- Camas Diaz
- Suzanne Schied
- Julie Hippen
- Greg Brockmeier

Once this action is agreed upon, the selected authorized persons will follow these steps:

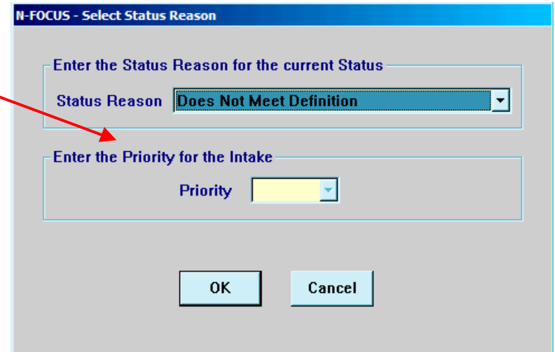
1. From the Detail Intake window, select Actions>Update Status Reason/Priority.

The Select Status Reason pop up will display.

Depending on the current status and what the new status will be, both the Status Reason and/or the Priority selections may be enabled.



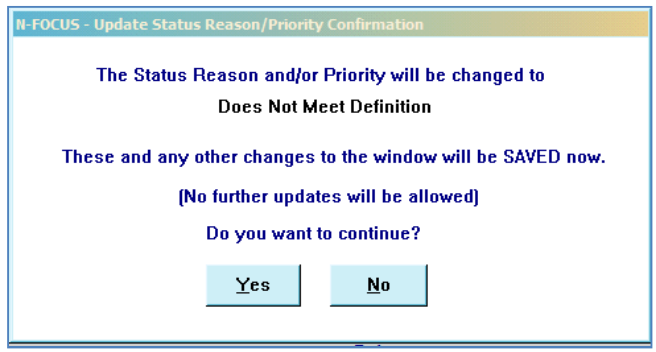
2. Select the appropriate Status Reason. Once a Status Reason is selected, N-FOCUS will determined if a priority is required. If a Priority is not required, the Priority field will be cleared and disabled.



3. Select a Priority if approriate.
4. Click OK.

   Note: There is also the option to change just the Priority if the current status reason already had a Priority.

After selecting OK you will be taken through a series of dialogue boxes. (These are the same steps currently followed when changing the status from open to closed.) During this process, one of the messages is the Update Status Reason/Priority Confirmation window.



In most cases, this window is your last chance to back out of making the selected changes. The remaining messages you will see are for informational purposes and to print the Law Enforcement Notice when required.

Reasons to Reopen an Intake (Change)

With the change indicated in the above section, the only reasons to Reopen an Intake are those listed below:

- To remove a person (Coming in July)
- To remove an Organization (Coming in July)
- To add a Caller/Reporter
- To Change the Intake Type
- The Intake is in Final Status and any change is required

Family Permanency Specialist/Supervisors Security (Change)

To support the CFS Reform efforts the following security changes have been made that impact what a Family Permanency Specialist (FPS) and/or Family Permanency Specialist Supervisor will be able to do:

- Both will have inquiry access to Child Protective Service (CPS) Intakes only
- Both will have inquiry access to CPS Allegations and Central Register only
- The FPS Supervisor will now have the authority to approve Independent Living Plans
- Contractor Supervisors will now be able to finalize Safety Assessments, Safety Plans, Protective Capacity Assessments, Protective Actions and Conditions for Return.

APS Investigation and Marital Status (Change)

Family Relationships icon has been added to the Detail APS Investigation window to accommodate workers needing to add Marital Status before submitting their Investigation for review.

1. Select `Update Status' from Draft on the Detail APS Investigation window
   A Marital Status Information box will display reminding you to enter Marital Status if it has not already been entered.
2. Click OK
   The Detail APS Investigation window will display.

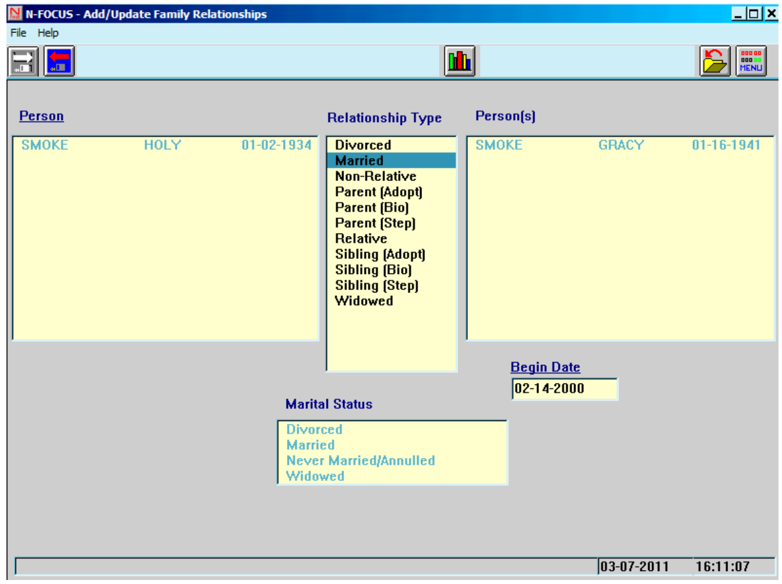
3. Click the Family Relationships icon.
   The Family Relationship List window will display.
   In the following example, one alleged victim has a marital status entry and a second victim does not.

4. Select (highlight) the person for whom you want to add the information.
5. Click the New icon.

The Add/Update Family Relationships window will display.

6. Select the appropriate Relationship Type.
7. Enter the appropriate Begin Date
8. Click Save and Close.

NOTE: Instructions are accessible via the Menu bar Help item. If you need further assistance, contact N-FOCUS Production Support.

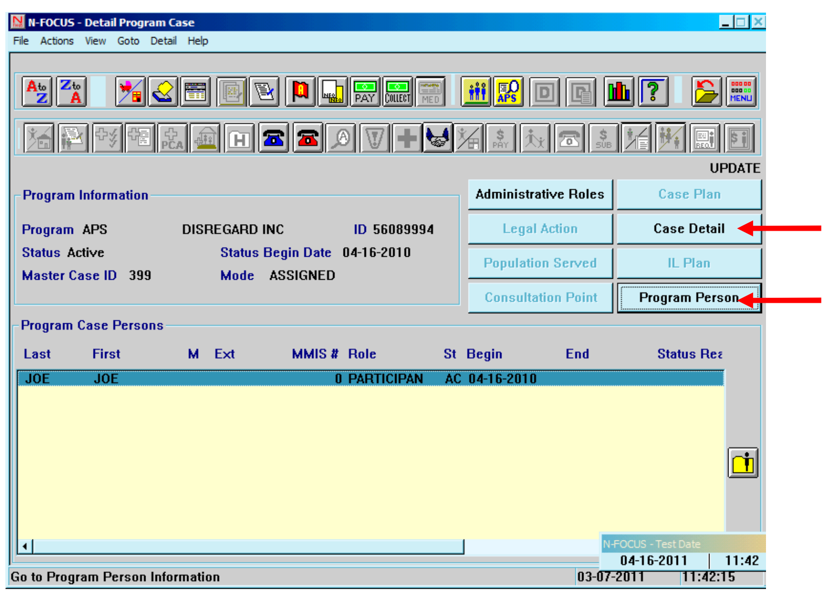


APS Program Case Registration (Change)

When registering an APS Program Case, only a Program Case Begin Date will be required.

NOTE: Remember that if any APS service authorization was required for a date on or after the Intake Received Date but prior to the date you are registering the APS program case, you must enter a date that will allow you to cover the service authorization.

You will no longer be asked to make redundant date entries or to select an Assistance code or Fund code. The Assistance code and Fund code will be set automatically to "Disregard Income" and "Social Services Block Grant." You will not see them unless you access the Case Detail window from the push button on the Detail APS Program Case window or Program Person Information window from the Program Person push button.

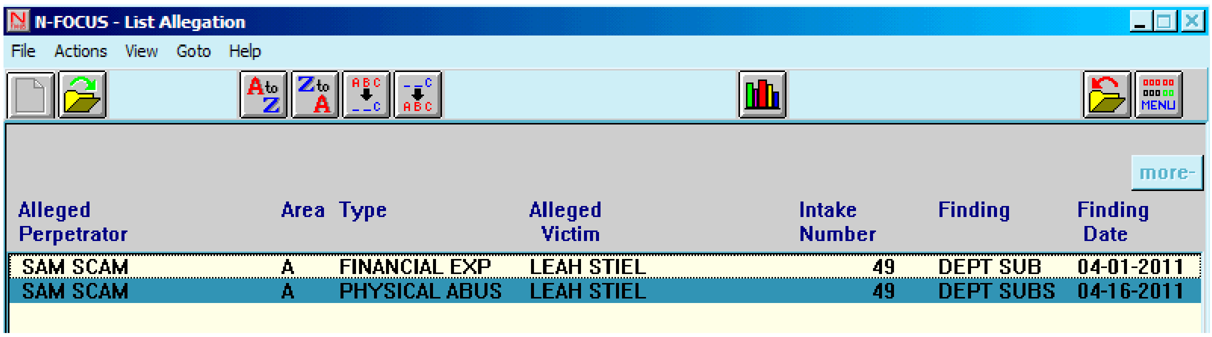


APS Investigation Status Edit (New)

An APS Investigation cannot be updated to Final Status until a Finding has been entered for each Allegation within the Intake(s) tied to the Investigation has a Finding.

APS Allegation Finding Codes (Change)

With the March 2011 release, there are changes in the allegation finding codes for Adult Protective Services intakes. If an allegation has been substantiated in a court setting, the finding will be Court Substantiated. If an allegation is in process of being considered for court action, the finding will be Department Substantiated/Referred for Legal Action (displayed on the dropdown list on the Finding Information window as “Dept Sub Refer Legal”).



Note: On the List Allegation window, the Finding short decode may not be easy to remember.

Reminder:
DEPT SUB=Department Substantiated/Referred for Legal Action
DEPT SUBS=Department Substantiated

SSAD and SSCF Case Plan (Change)

The Case Plan pushbutton has been disabled for use with SSAD and SSCF Program Cases.

Organization Assignment Transfers (Fix)

With this release, on the List Org Assignment window, workers will now be able to multi-select the facility types to be transferred. Previously, when multi selected an error message was displaying. This error message has been removed.